

Yan (LKK Auto)

From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Tuesday, 30 August 2022 2:34 PM
To: admin-d@lkkauto.com; assignments@lkkauto.com
Cc: Crystal Lee
Subject: Survey Request - Manual Assigned
Attachments: SM15228T0003_29-08-2022_155838 (1).pdf

[THIRD PARTY CLAIM SMC7279Y & SLJ7350Z \(MSIG\) ACCIDENT ON 26.8.2022](#)

Manual Assigned

Dear LKK,

Refer to the email below, please arrange to survey the vehicle.

We'll assign via Merimen once we receive the assignment from Motor Team.

Please contact us ASAP if you cannot attend.

Thank you.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



MSIG

MSIG Insurance (Singapore) Pte Ltd 16 Raffles Quay, #24-01 Hong Leong Building, Singapore 048581 | T: +65 6220

9644 | F: +65 6225 6371 | Co. Reg. No. 200412212G | msig.com.sg



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From: Ong Zi Hui
Sent: Tuesday, 30 August 2022 1:32 PM
To: Angela Tan <angela.tan@munichautocare.com.sg>
Cc: Leong Chee Kwong <cheekwong.leong@munichautocare.com.sg>; Lim Jia Haw <jiahaw.lim@munichautocare.com.sg>
Subject: RE: THIRD PARTY CLAIM SMC7279Y & SLJ7350Z (MSIG) ACCIDENT ON 26.8.2022

Hi Angela,

Thank you for your selection.

We will proceed to assign **LKK Auto Consultants Pte Ltd – Kenneth Kong** via Merimen at our end and update you upon confirmation.

Please do not contact them directly to prevent confusion. Any arrangement or appointment of surveyor must come from MSIG.

Please be informed that our surveyor will also be conducting a post repair inspection within the stipulated timeline under the protocol.

I will revert back who the officer in charge is once my colleagues register the claim.

Thank you.

Ong Zi Hui

Admin Officer, Claims Services (In-House Survey)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msig-asia.com



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From: Angela Tan <angela.tan@munichautocare.com.sg>

Sent: Tuesday, 30 August 2022 11:26 AM

To: Ong Zi Hui <zihui_ong@sg.msig-asia.com>

Cc: Leong Chee Kwong <cheekwong.leong@munichautocare.com.sg>; Lim Jia Haw <jiahaw.lim@munichautocare.com.sg>

Subject: RE: THIRD PARTY CLAIM SMC7279Y & SLJ7350Z (MSIG) ACCIDENT ON 26.8.2022

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

Dear Zi Hui,

Our preferred surveyor is Kenneth Kong.

Thank you.

Regards

Angela Tan

Motor Claims Executive (B&P Dept)

Email: angela.tan@munichautocare.com.sg

Phone: +65 9644 3110

60, Jalan Lam Huat

#06-41/42/43/54/55 & #07-43

Carros Centre

Singapore 737869



From: Ong Zi Hui <zihui_ong@sg.msig-asia.com>
Sent: Tuesday, 30 August 2022 10:45 AM
To: Angela Tan <angela.tan@munichautocare.com.sg>
Cc: Leong Chee Kwong <cheekwong.leong@munichautocare.com.sg>; Lim Jia Haw <jiahaw.lim@munichautocare.com.sg>
Subject: RE: THIRD PARTY CLAIM SMC7279Y & SLJ7350Z (MSIG) ACCIDENT ON 26.8.2022

Hi Angela,

We refer to your email dated 29/08/2022.

Please choose one surveyor from the list that you wish for us to appoint to conduct the pre-repair inspection:

- 1) LKK Auto Consultants Pte Ltd
- 2) Formteam Consultancy Pte Ltd
- 3) A-Pac Adjusters & Surveyors Pte Ltd
- 4) Appraisal VP Pte Ltd
- 5) AutoProbe Consultants
- 6) **MSIG In-House Surveyors**

This Fast-Lane settlement option is for clear-cut liability which MSIG will expedite offer @ 100% with express payment. Priority will be given to those opted for our in-house surveyor

To facilitate an expeditious claim settlement, we hope you are agreeable for the above surveyor to be the SJE (Single Joint Expert).

If not, you may wish to nominate any of the 10 surveyors listed below as the SJE, depending on their availability:

1) Xing Guo Qiang	6) Chow Bo Xiong
2) Kenneth Kong	7) TT Garajan
3) Marcus Chua	8) Victor Png
4) Ng You Han	9) Tay Beng Hee
5) Gary Soon	10) Samuel Phun

In your response, please also provide us a list of 10 surveyors as your nominated SJE, regardless of whether you agree or disagree to our above nominated SJE. We may consider appointing one of your nominated SJE in case of any of our nominated SJE is not available.

NB:

- (a) ***Fast lane settlement is not applicable for cases that liability is in dispute***
- (b) If both of us could not agree with each other's list of nominated SJE, we may still proceed to appoint a motor surveyor to conduct a pre repair survey & post repair inspection within the timeline stipulated under the NIMA protocol.

We have created a dedicated motor survey mailbox for your motor survey request and pre-repair inspection. Please contact us (MSIG) by clicking this link: motorsurvey@sg.msig-asia.com

Thank you.

Ong Zi Hui
Admin Officer, Claims Services (In-House Survey)

D: +65 6643 1320 | F: +65 6225 7402 | zihui_ong@sg.msia-asia.com



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From: Angela Tan <angela.tan@munichautocare.com.sg>
Sent: Monday, 29 August 2022 4:10 PM
To: Claims SG <claims@sg.msia-asia.com>
Cc: Leong Chee Kwong <cheekwong.leong@munichautocare.com.sg>; Lim Jia Haw <jiahaw.lim@munichautocare.com.sg>
Subject: THIRD PARTY CLAIM SMC7279Y & SLJ7350Z ACCIDENT ON 26.8.2022

EXTERNAL EMAIL: Be careful when you click any links or open any attachment(s).

To: MSIG Accident Claims Dept. (Arrangement of Surveyor Unit)

RE: NOTICE TO THIRD PARTY INSURERS TO CONDUCT PRE-REPAIR INSPECTION WITHIN 2 WORKINGS DAY PURSUANT TO PARAGRAPH PHOTOCOL FOR NIN-INJURY MOTOR ACCIDENT CLAIMS (NIMA) ACCIDENT INVOLVING SMC7279Y & SLJ7350Z ALONG YISHUN AVE 8 ON 26.08.2022.

We are repairer for BIS MOTORING PTE LTD the owner of vehicle no SMC7279Y.

Please be informed that the said vehicle can inspected at the following venue:

Munich Autocare Pte Ltd
60 Jalan Lam Huat #07-43 Singapore 737869
Mobile No: 96443110 Email: angela.tan@miunichautocare.com.sg

Contact Person: Angela Tan

Please also provide us a list of 10 surveyors as your nominated SJE (Single Joint Expert)

Thank you

Regards

Angela Tan

Motor Claims Executive (B&P Dept)
Email: angela.tan@munichautocare.com.sg
Phone: +65 9644 3110
60, Jalan Lam Huat
#06-41/42/43/54/55 & #07-43
Carros Centre
Singapore 737869



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